

1/4/2020	69598066	UNKN	Video Terminals	M	UNKN Self	UNKN	UNKN	E
1/4/2020	69588651	UNKN	Slot Machines at	F	UNKN Self	S	UNKN	E
1/2/2020	69521046	UNKN	Slot Machines at	M	UNKN Self	UNKN	UNKN	UNKN

EDUCATION	CONTACT	48HR FOLLOW-UP	1 WEEK FOLLOW-UP	ONE MONTH	REFERRAL	HOW HEARD
UNKN	Y	N	TBD	TBD	GA	Brochure
UNKN	Y	N	TBD	TBD	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	NA	UNKN
UNKN	Y	N	N	TBD	GA/Treatment	UNKN
UNKN	DNC	Y	Y	NA	GA/Treatment	Lottery Ticket
UNKN	DNC	NA	NA	NA	Self exclusion	UNKN
UNKN	DNC	NA	NA	NA	IL Helpline	UNKN
UNKN	Y	N	Y-NG	TBD	GA/Treatment	UNKN
UNKN	Y	N	Y-NG	TBD	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	NA	Casino
UNKN	DNC	NA	NA	NA	Treatment	UNKN
UNKN	DNC	NA	NA	NA	GA/Treatment	UNKN
UNKN	Y	N	Y-NG	TBD	GA/Treatment	Casino
UNKN	Y	N	N	TBD	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	NCPG Website	Casino
UNKN	DNC	NA	NA	NA	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	NA	Lottery Ticket
UNKN	Y	Y-T	N	TBD	GA/Treatment	Casino
UNKN	DNC	NA	NA	NA	GA/Treatment	VACPG Website
UNKN	Y	Y	NA	NA	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	NA	Lottery Ticket
UNKN	Y	Y	Y	TBD	GA/Treatment	Brochure
UNKN	Y	N	N	TBD	GA/Treatment	Casino
UNKN	DNC	NA	NA	NA	Self exclusion	UNKN
UNKN	DNC	NA	NA	NA	Self exclusion	UNKN
UNKN	DNC	NA	NA	NA	GA/Treatment	VACPG Website
UNKN	DNC	NA	NA	NA	National Helpline	UNKN
UNKN	DNC	NA	NA	NA	Self exclusion	UNKN

UNKN	DNC	NA	NA	NA	GA/Treatment	UNKN
UNKN	DNC	NA	NA	NA	GA/Treatment	VA Lottery Website
UNKN	DNC	NA	NA	NA	GA	UNKN

CONTACT LENGTH	TYPE OF CALL
-----------------------	---------------------

23 min	Phone
29 min	Chat
2 min	Phone
15 min	Phone
19 min	Phone
2 min	Phone
9 min	Phone
17 min	Phone
20 min	Phone
8 min	Phone
9 min	Phone
9 min	Phone
11 min	Phone
12 min	Phone
29 min	Phone
33 min	Chat
6 min	Phone
30 min	Phone
4 min	Phone
21 min	Phone
1 min	Phone
17 min	Phone
26 min	Phone
2 min	Phone
3 min	Phone
7 min	Phone
2 min	Phone
6 min	Phone

11 min

Phone

10 min

Phone

7 min

Phone